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Bringing it all together

BT Freelance XD 5500

User Guide

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Welcome...

to your BT Freelance XD 5500 Digital Cordless Telephone Answering Machine

- 13 Minutes digital recording time.
- Access your messages remotely from any other Touchtone™ phone.
- 50 Name and number phonebook for storing your most frequently used numbers.
- Caller Display shows you who's calling before you answer the phone[1] and stores a list of your last 40 callers. You can also dial numbers direct from the Calls list.
- Handsfree lets you make and receive calls using the built-in handset loudspeaker so your hands are free for other tasks during a call.
- Redial up to 10 of the last numbers called.
- Choose from 10 different ringtones for internal and external calls and numbers stored in the phonebook
- Use up to 5 handsets with your BT Freelance XD 5500 base[2].
- Make internal calls and transfer external calls between handsets.

1 Requires subscription to your network's Caller Display service. A quarterly fee may be payable.

2 Requires more than one handset.

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This User Guide provides you with all the information you need to get the most from your phone. Before you make your first call you will need to set up your phone.

Follow the simple instructions in 'Getting Started', over the next few pages.

Need help?
If you have any problems setting up or using your BT Freelance XD 5500 please contact the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

Alternatively, you may find the answer in 'Help' at the back of this guide.

IMPORTANT
Only use the telephone line cord supplied.

Got everything?

- BT Freelance XD 5500 handset
- BT Freelance XD 5500 base
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor (Item code: 032763)
- Telephone line cord

In addition, if you have purchased a BT Freelance XD 5500 multipack you will also have the following for each additional handset:

- BT Freelance XD 5500 charger
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor for the charger (Item code: 035929)

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Getting started

WARNING
Do not place your BT Freelance XD 5500 in the bathroom or other humid areas.

Handset range
Your BT Freelance XD 5500 has a range of up to 300m outdoors when there is a clear line of sight between the base and the handset. When there is no clear line of sight between the handset and the base, e.g. the base is indoors and the handset is either indoors or outdoors, the range could be reduced to 50m. Thick stone walls will severely affect the range.

Signal strength
The icon on your handset display indicates when you are in range of the base. When it flashes and you hear a warning beep, you are out of range and will need to move closer to the base.

IMPORTANT
Do not connect the telephone line until the handset is fully charged. The base station should be plugged into the mains power socket at all times.

Location

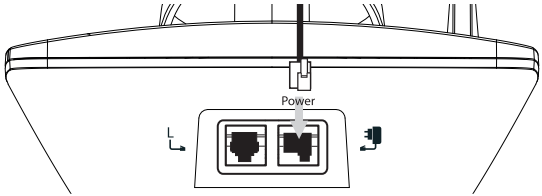
You need to place your BT Freelance XD 5500 base within 2 metres of a mains power socket and the telephone wall socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Freelance XD 5500 works by sending radio signals between the handset and base. The strength of the signal depends on where you position the base. Putting it as high as possible can help to provide the best signal.

Connect the base to mains power

1. Plug the jack of the mains power adaptor into the socket marked on the back of the base and plug the other end into the mains power wall socket and switch on. The green Power/In Use light comes on.



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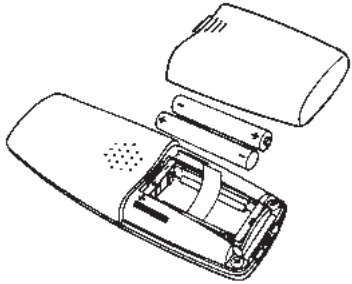
Preparing your handset

2. Insert the 2 x AAA rechargeable batteries supplied, taking note of the polarity markings inside the battery compartment, then slide the battery compartment shut.



3. Place the handset on the base to charge. The red charging light comes on. You should let the batteries charge continuously for at least 24 hours. The batteries and case may become warm during charging, this is normal.

Connect to the telephone line

4. Plug the telephone line cord into the socket marked on the back of the base and plug the other end into the telephone wall socket.

Only use the telephone line cord supplied.

WARNING
Never use non-rechargeable batteries. Only use the approved batteries. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

Talk/Standby time
Under ideal conditions, the handset batteries should give up to 10 hours talk time or up to 100 hours standby on a single charge.

(This does not mean you can unplug the base or leave it for this length of time without charge.)

Please note that new NiMH rechargeable batteries do not reach full capacity until they have been in normal use for several days.

See 'Battery performance' on the following page.

BATTERY LOW WARNING
If the icon is flashing in the display and you hear a warning beep every minute during a call, you will need to recharge your handset before you can use it.

The charging light will be lit when the handet is in the base or charger – even when the batteries are fully charged.

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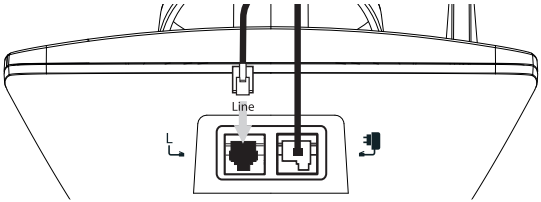
Battery performance
To keep the batteries in the best condition, leave the handset off the base for a few hours at a time.

Running the batteries right down at least once a week will help them last as long as possible.

After charging your handset for the first time, subsequent charging time for the batteries is approximately 6–8 hours.

The charge capacity of rechargeable batteries will reduce with time as they wear out, thus reducing the talk/standby time. Eventually they will need replacing. New batteries are available from the BT Freelance XD 5500 Helpline on 0870 605 8047.



Set the day and time using the handset

You will need to set the day and time so that you know when each answering machine message was received.

Once a message has been played back, the machine will announce, for example, “Tuesday, four fifty, pm.”

Set the day:

1. Press Menu, scroll Calls to TAM SETTINGS and press Menu.
2. Scroll Calls to DAY SETTING and press Menu. The current day is displayed.
3. Press Redial or Calls to select the required day and press Menu to confirm.

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Set the time:

1. Press Menu, scroll to DATE-TIME and press Menu.
2. Scroll to CLOCK SET and press Menu.
   The current time is displayed.
3. Use the keypad to set the required time in 24 hour format, e.g. 1830 for 6.30pm. Press Menu to confirm.

Check the current day and time setting

1. On the answering machine base, press Stop The current day and time setting is announced.

Default day and time

The default day and time is Saturday, 12.01pm. If the power to the base is lost, the date and time will revert to this default setting. Your messages will be unaffected.

If you have subscribed to your network's Caller Display service, the day and time will be set on the handset automatically. However, the correct day can only be set manually, see previous page.

Your BT Freelance XD 5500 is now ready for use.

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BT Freelance XD 5500 multipack users only:

Place each BT Freelance XD 5500 charger within reach of a mains power wall socket.

Connect the charger(s) and charge the handset(s)

1. Plug the mains power adaptor into the power socket on the underside of the charger and plug the other end to the mains power wall socket.
2. Insert the 2 x AAA rechargeable batteries supplied, taking note of the polarity markings inside the battery compartment, then slide the battery compartment shut.

   HSX next to the time, where X is the next available handset number, e.g. 2, 3 etc.
3. Place the handset on the charger. The red charging light comes on. You should let the batteries charge continuously for at least 24 hours.

Getting to know your phone

Handset buttons

Secrecy / Cancel/ Back
During a call, mutes your voice so your caller cannot hear you, page 17.

Press to return to the previous menu.

Use to delete entries in the phonebook and calls lists.

Redial / Pause/ Volume +
Press to open the redial list, page 18.

Use to enter a pause in a stored number, page 53.

Press to raise the volume during a call, page 18.

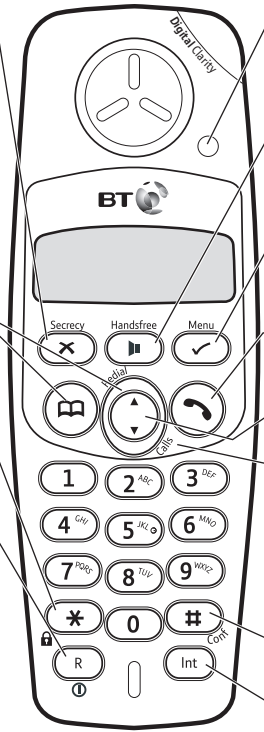
Phonebook/Exit
Press to open the phonebook, page 21.

Press to exit the menu and return to standby from the calls and redial list.

*** / Keypad lock**
Use to lock/unlock the keypad to prevent accidental dialling, page 20.

R / Power On Off
Use with switchboard services and BT Calling Features.

Press and hold to switch the handset on/off, page 16.



In use light
On when the line is in use.

Flashes when you have an incoming call.

Handsfree
Lets you make and receive calls using the built-in handset loudspeaker, page 17-18.

Menu / OK
Press to open the menu.
Press to select menu options, page 13.

Talk / End call
Press to make, receive and end calls, page 16.

Scroll Up/Down
Scroll up or down through menu options, calls lists and phonebook entries.

Calls/Vol –
Press to open and scroll through the Calls list, page 26.

Press to lower the volume during a call, page 18.

#/Conf
Use to make conference calls, page 25.

Int
Use to make internal calls and transfer calls to other BT Freelance XD 5500 handsets registered to the base, page 24-25.

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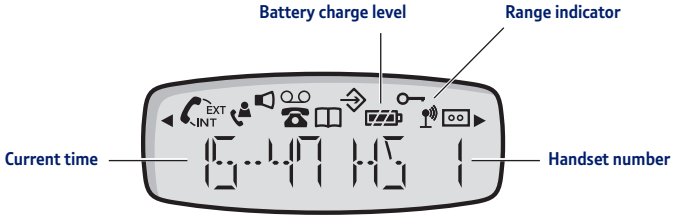
Handset display icons



	Phone off-hook.
EXT	Flashes when you receive an external call. Stays on during the call.
INT	Internal call in progress.
EXT INT	3 Way call in progress.
	Indicates signal strength. Flashes when handset is not registered to the base.
	Menu open.
	Phonebook open.
	Handsfree speaker on.
	New number(s) in Call list[1].
	Answered call (when viewing the Calls list)[1]
	Unanswered call (when viewing the Calls list)[1]
	Keypad locked.
◀ ▶	The displayed number is longer than 12 digits.
	Battery charge full.
	Battery charge medium.
	Battery charge low. Flashes when nearly empty.
	Voice mail waiting.
	Answering machine on.

[1] This features requires subscription to your network provider's Caller Display service. A quarterly fee may be payable.

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Using the menu

All your phone's functions and settings can be accessed through the main menu. The menu map below shows all menu options you can choose from.

Press Menu to enter the menu. The → icon is displayed.

Press Redial or Caller ID to scroll through the menu options.

When you reach the end of the list you will hear a confirmation beep and the first option is displayed again.

To select an option, press Menu.

To return to the previous menu display, press Secrecy.

Quick exit a menu
If you want to exit a menu or cancel an operation at any time you can press and hold ⏻ to return to the standby screen.

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Menu map

MSG Play	Phonebook	TAM Setting	Setup	Handset	Date – Time	Register
New MSG	Add entry	Ans on/off	Base Volume	Beep	Date set	Select base
All MSG	Modify entry	Ans mode	Base Melody	Internal ringer volume	Clock set	Register base
	Delete entry	Memo rec	Delete handset	External ringer volume	Alarm set	
		OGM setting	PIN code	Internal ringer melody		
		Day setting	Dial mode	External ringer melody		
		Ans delay	Default	Auto answer		
		Remote code		Name		
				Language		
				Key lock		

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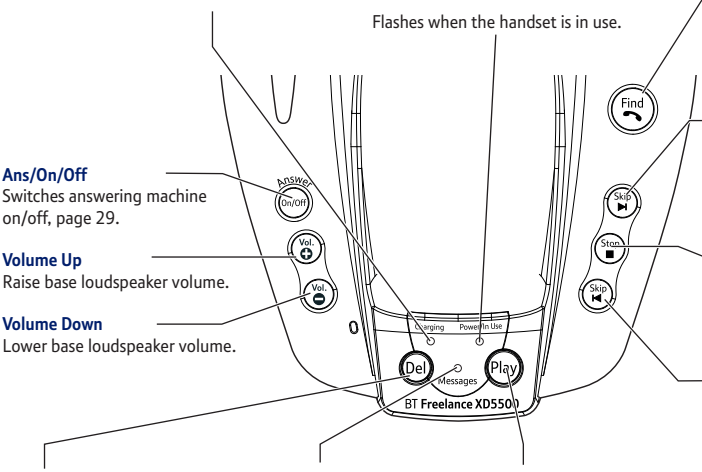
Base



Charging indicator
Comes on whenever the handset is positioned correctly on the base.

Power/In use indicator
On when the power is plugged in and switched on.

Flashes when the handset is in use.

Find (Page)
Press to page handsets registered to the base.
Can be useful to find misplaced handsets, page 20.

Used to register/ de-register handsets, page 46.

Skip forward/Set answer delay
Press to play the next message.
Press and hold to play the message at fast speed.
Use to set the answer delay, page 34.

Ans/On/Off
Switches answering machine on/off, page 29.

Volume Up
Raise base loudspeaker volume.

Volume Down
Lower base loudspeaker volume.

Stop
Stops playback.
Cancels message deletions, page 30.

Skip back
Press once to repeat current message, twice to play the previous message.

Delete
Deletes messages, page 30.

Message indicator
On = Answering machine on.

Flashes = When new answering machine messages are received.

Play/Pause
Press to play back messages, page 30.

During playback, press to pause messages.

Using your phone

Switch the handset on/off

1. To switch off, press and hold R until the display goes off.
2. To switch the handset on, press and hold R.

Making and receiving calls

Make a call

1. Press . When you hear the dial tone, dial the phone number.

Preparatory dialling

1. Enter the phone number first. The number is shown in the display.
2. Press to dial the number.

End a call

1. Press , or place the handset back on the base/charger.

Dialling numbers quickly
Numbers can also be dialled direct from the phonebook (page 22), the calls list (page 27), or the redial list (page 18).

If you make a mistake as you enter the number, press to delete a digit.

Call timer
After the first 15 seconds of your call, the call timer is displayed.

At the end of your call, the total duration is shown for 5 seconds.

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Receiving calls

1. When the phone rings, press to answer the call, or if the handset is on the base or charger, simply lift it to answer the call. If you would rather press after lifting the handset to receive a call, you will need to switch Auto-answer off, see page 39 .

Caller Display
If you have subscribed to your network's Caller Display service, the caller's number (or name, if an exact number match is found in the phonebook) will also be displayed, see page 26.

Secrecy

You can stop your caller from hearing you while you talk to someone else close by.

1. During a call, press Secrecy. The handset microphone is muted and the display shows MUTE.
2. Press Secrecy again to resume your call.

You cannot adjust the earpiece volume when secrecy is switched on.

Handsfree

Handsfree switches on the handset loudspeaker so you can talk to your caller without holding the handset. It also enables other people in the room listen to both sides of your conversation.

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Make a handsfree call

1. Press Handsfree. The display shows the icon. Dial the phone number. Your call can be heard over the handset's loudspeaker.
2. Press to end the call.

Press Handsfree to switch between the handset earpiece and handsfree during a call.

Answer a handset call handsfree

1. When the phone rings, press Handsfree.

Adjusting the volume

You can adjust the earpiece or loudspeaker volume.

1. During a call, press Redial to increase or Clear to decrease the volume.

Redial

The last 10 numbers dialled are stored in the redial list.

1. Press Redial to open the redial list. The most recently dialled number is displayed. If the number matches an entry stored in the handset phonebook, the name is displayed.
2. Scroll Redial or Clear to the number or name you want.
3. Press to redial the entry displayed.

Each number saved in the redial list can be up 32 digits long.

Display the name or number
When name is displayed, you can switch between the name and number by pressing New.

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Delete a number from the redial list

1. Press Redial then scroll Redial or Calls to the entry you want.
2. Press Secrecy. DELETE? is displayed, press Menu or Secrecy to cancel.
3. Press Phonebook to return to standby.

Delete the entire redial list

1. Press Redial to open the redial list, then press and hold Secrecy. Display shows DELETE ALL?.
2. Press Menu to confirm or Secrecy to cancel.

Copy a redial number to the phonebook

1. Press Redial then scroll Redial or Calls through the list to the entry you want.
2. Press Menu. The displays shows ADD. Press Menu again.
3. Use the keypad to enter or edit the name, then press Menu.
4. Edit the number if necessary, then press Menu.
5. Scroll Redial and Calls to select a ringtone and press Menu to confirm. The entry is stored.
6. Press Phonebook to return to the standby screen.

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Keypad lock

You can lock the handset keypad to prevent accidental dialling while carrying it around.

You do not need to unlock the keypad to answer a call, just press or lift the handset as normal.

1. To lock the keypad press and hold * until the display shows the icon.
2. To unlock the keypad press any button, the display shows PRESS *.
3. Press * within 3 seconds.

Find/Page

You can alert handset users that they are wanted or locate a missing handset. Paging calls cannot be answered by a handset.

1. Press Find on the base. All handsets registered to the base will ring. To stop the ringing, press any button on a handset or press Find again on the base.

Using the phonebook

You can store up to 50 name and number entries on each BT Freelance XD 5500 handset registered to your base.

Each name can be up to 12 characters long and each number up to 20 digits long.

You open the phonebook with the button.

Add an entry

For each entry you store, you can select one of 10 different ringtones. For example, you can assign one ringtone to friends and family and another ringtone to other callers.

1. Press Menu. Then scroll redial or Clear to PHONE BOOK. Press Menu.
2. The displays shows ADD ENTRY. Press Menu.
3. The displays shows NAME? Use the keypad to enter the name and press Menu.
4. The displays shows NUMBER?. Use the keypad to enter the phone number and press Menu. Enter the full number, including the area code to enable your Caller Display service to recognise the number, see 'Caller Display' page 26).
5. Press redial or Clear to select the ringtone you want.
6. Press Menu to confirm.
7. Display shows ADD ENTRY. Press and hold Secrecy to return to the standby screen.

To assign a ringtone to a specific caller you must subscribe to a Caller Display Service from your network provider. For more information, see page 26.

Entering names
Use the keypad to enter the letters shown on each button.

For example to store TOM:

Press 8 once to enter T.

Press 6 three times to enter O.

Press 6 once to enter M.

If the next letter you want to enter is on the same button, wait a moment then press the button.

Press Clear to delete an incorrect character or digit.

To enter a space press 1.

To enter a dash, press 1 twice.

To enter 1, press 1 three times.

Display the name or number
When NAME is displayed, you can switch between the name and number by pressing .

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Dial from the phonebook

1. Press to open the phonebook. The icon is displayed.
2. Scroll or to the entry you want.

   Or, search alphabetically by entering the first letter of the name. The first name that starts with this letter or the nearest letter in the alphabet will be displayed. You can now refine your search by scrolling or .
3. Press to dial.

Edit an entry

1. Press . Then scroll or PHONE BOOK. Press again.
2. Scroll to MODIFY ENTRY and press .
3. Scroll or to the entry you want to edit, or search alphabetically and press .
4. Press to delete individual characters or numbers or press and hold to delete the whole name or number entry at once, if required, then enter the new name and press .
5. Press to delete the number if required, then enter the new number and press .
6. If required, scroll or select a new melody then press to confirm.
7. ADD ENTRY will be displayed. Press and hold to return to the standby screen.

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Delete an entry

1. Press Menu. Then scroll Redial or Calls PHONE BOOK. Press Menu again.
2. Scroll Calls to DELETE ENTRY and press Menu.
3. Scroll Redial or Calls to the entry you want delete, or search alphabetically.
4. Press Menu. Display shows CONFIRM?.
5. Press Menu to confirm or Secrecy to cancel.
6. Press and hold Secrecy to return to the standby screen.

Internal calls

If you have more than one handset registered to your base, you can:

- make internal calls between handsets
- transfer an external call from one handset to another
- hold a conference call between two internal handsets and an external call
- make an internal call between two handsets while a third is on an external call

You can have up to 5 handsets registered to your BT Freelance XD 5500 base.

See page 46 for more information on registering and using additional handsets with your BT Freelance XD 5500 base.

The handset number is displayed on standby screen of each handset, eg. HS 1.

Make an internal call

1. Press Int then enter the handset number (1–5) you want.

   The INT icon is displayed to indicate an internal call.

Receive an internal call

1. The INT icon is displayed to indicate an internal call. Press to answer the call.

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Transfer an external call

You can transfer an external call to another handset registered to your base.

1. During an external call, press Int followed by the destination handset number. Your caller is put on hold and the other BT Freelance XD 5500 handset will ring.

   At the other handset, the user should press to answer the internal call.

2. When the other handset user answers, you can announce the incoming call and press to transfer the call.

3 Way call

You can talk simultaneously with an external caller and another internal handset user.

1. During an external call, press Int. Your caller is put on hold.
2. Enter the handset number you want.
3. When the handset answers, press and hold # to connect all three callers. The EXT INT icon is displayed to indicate a 3-way call.
4. If the other handset does not answer, press Int to return to your external caller.
5. Press to end the call.

If the other handset user does not answer:
You can reconnect to your external caller by pressing Int.

Or, if the other handset user does not answer after 30 seconds you will be automatically reconnected to your external caller.

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Caller Display and the calls list

For this feature to work you must subscribe to a Caller Display Service. A quarterly fee may be payable.

For more information on Caller Display and BT's other Calling Features, call BT on Freefone 0800 800 150.

Call information not available
With some incoming calls, the telephone number of the caller is not available and cannot therefore be displayed. In this case some explanatory information will be displayed.

WITHHELD The caller has withheld their number.

UNAVAILABLE The number is unavailable.

RINGBACK Ringback call.

INT'L International call.

OPERATOR Call from operator.

PAYPHONE Call from a payphone.

Caller Display

Caller Display shows who is calling and if the caller's number matches an entry stored in the phonebook, the name will alternate with the number.

To use Caller Display you must first subscribe to your network provider's Caller Display service. A quarterly fee may be payable. Caller Display information contains the full telephone number, including the area code. So when storing numbers in the phonebook remember to include the area code, otherwise the caller's number will not match.

Calls list

The Calls list stores details of your last 40 calls received, including the phone number and date and time of the call.

The Calls list also alerts you to unanswered calls. When you have unanswered, or 'new calls', the ☎ icon flashes in the display.

The list is shared between all handsets registered to the base. When the Calls list is full, the most recent calls received automatically replace the oldest calls.

You open the Calls list with the button.

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View the Calls list

1. Press Calls to open the Calls list. If there are no calls in the list, the display shows EMPTY.
2. Press Redial or Calls to scroll through the list. When the icon is displayed, this call was answered; when the icon is displayed, the call was unanswered. When you reach the end of the list, the handset will beep.

   If the caller's number exactly matches an entry stored in the handset phonebook, the display will alternate between the name and the number.

   Press Menu to see the caller's number.

   Press Menu again to see the time and date of the call.

   Pressing Menu again will give you the option to add this entry in the phonebook if it's not already stored.

If the telephone number is longer then 12 digits, the ▶ icon is displayed. Press Menu again to see the complete number.

Dial a number in the Calls list

1. Press Calls then scroll Redial or Calls through the list to the entry you want.
2. Press to dial the displayed entry.

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Copy a number to the phonebook

1. Press Calls then scroll Redial or Calls through the list to the entry you want.
2. Press Menu to scroll through the call details until the display shows ADD? Press Menu again.
3. Use the keypad to enter or edit the name, then press Menu.
4. Edit the number if necessary, then press Menu.
5. Scroll Redial or Calls to select a ringtone and press Menu to confirm. The entry is stored.

Delete an entry

1. Press Calls then scroll Redial or Calls through the list to the entry you want.
2. Press Secrecy. Display shows DELETE ?.
3. Press Menu to confirm or Secrecy to cancel.

Delete the entire Calls list

1. Press Calls.
2. Press and hold Secrecy. Display shows DELETE ALL?.
3. Press Menu to confirm or Secrecy to cancel.

Using the answering machine

Your BT Freelance XD 5500 answering machine uses voice prompts to guide you simply through its operation.

You can operate your answering machine from:

- the base
- the handset
- remotely, from any other Touchtone® telephone, see page 36.

Before first using your answering machine you should set the correct day and time. If you have not done this already when you set up your phone, please see page 8.

Ready to record
The answering machine is pre-set to ON, so it's ready to record messages as soon as the base is plugged in.

(Remember to charge the handset for at least 24 hours first).

Switching the answering machine on/off

Using the base:

1. Press Answer On/Off. The machine announces, "Answer on", followed by the current outgoing message, or "Answer off".

Using the handset:

1. Press Menu, scroll Clear to TAM SETTINGS and press Menu.
2. ANS ON/OFF is highlighted, press Menu.
3. Press redial or Clear to select either ON or OFF and press Menu.

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If no messages are stored on the answering machine, you will hear, "You have no messages" or "You have no new messages".

Message indicator
Flashes when there are new answering machine messages.

Loudspeaker volume
You can adjust the base loudspeaker volume at any time. In standby, you hear a beep which gets louder or softer. A double beep signifies the highest or lowest setting. Use the and buttons.

Cancel operation
Press to end any operation at any time.

Listening to your messages

When you have new messages recorded on your answering machine, the Messages light will flash.

Using the base:

1. **To play all messages:** Press and hold Play The total number of messages is announced. The day and time of recording is also announced. Your messages are then played back, with the oldest message played back first.

   To play new messages: only press and release Play.

   During playback:

Play Pause/resume playback.

Skip Once repeats the current message, twice plays the previous message.

Skip Press to play the next message. Or press and hold to play message at fast speed.

Del Deletes the current message and you hear "Message deleted".

Stop Stops playback, machine goes back to Answer On.

At the end of playback:

The machine announces, "End of messages. To delete all messages, press delete". The machine counts down for 8

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seconds during which you can press: Del to delete all messages.

Using the handset:

1. Press Menu, MSG PLAY is highlighted, press Menu.
2. NEW MSG is highlighted and the number of new messages. Press Menu to play new messages only or scroll Clear to ALL MSG and press Menu to play all your messages.

   You will need to place the handset to your ear to hear the message(s).

   During playback:

   Press redial or Clear to adjust the playback volume.

   Press 1 or 4 GHI once to repeat the current message.

   Press 1 or 4 GHI twice to play the previous message.

   Press 3 DEF or 6 MNO to play the next message.

   Press Secrecy to delete the current message. You will hear, 'Message deleted'.

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At the end of playback:

You will hear, “End of messages. To delete all messages, press delete”. To delete all messages, press Secrecy, you will hear, “All messages deleted”.

Outgoing messages

The outgoing message (OGM) is the greeting a caller hears when the answering machine picks up their call.

Your BT Freelance XD 5500 gives you a choice of two pre-recorded outgoing messages, one for Answer and Record and one for Answer Only.

Select and play outgoing message

At the handset:

1. Press Menu, scroll Calls to TAM SETTINGS and press Menu.
2. Scroll Calls to ANS MODE and press Menu.
3. Press Redial or Calls to select either ANS AND REC or ANS ONLY and press Menu to confirm.

Personalise your OGM
To record your own outgoing message, see ‘Record your own outgoing message’, see page 33.

The answering machine is pre-set to Answer and Record mode.

Answer and Record
Callers hear the announcement and are able to leave a message for you. The pre-recorded message is, “Hello, your call cannot be taken at the moment, so please leave your message after the tone.”

Answer only
Callers hear an announcement but cannot leave a message. The pre-recorded message is, “Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later.”

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Record your own outgoing message(s)

At the handset:

1. Press Menu, scroll Clear to TAM SETTINGS and press Menu.
2. Scroll Clear to OGM SETTING and press Menu.
3. Press Clear to REC OGM and press Menu to confirm.
4. Press Redial or Clear to select either ANS AND REC or ANS ONLY and press Menu to confirm.
5. Place the handset to your ear. You will hear, "Please speak after the tone. To end recording, press #".
6. After the long beep speak your message slowly and clearly into the handset, to end recording press #.

   Your message will then be played back to you through the handset.

The outgoing message can be selected and played using the handset only.

Your own outgoing message can be up to 3 minutes long.

Please ensure you speak into the microphone in the handset when recording.

Re-instate the pre-recorded outgoing message

You can delete your own outgoing message and return to the pre-recorded outgoing message.

Using the handset:

1. Press Menu, scroll Clear to TAM SETTINGS and press Menu.
2. Scroll Clear to OGM SETTING and press Menu.

You can only delete your own outgoing message, not the pre-recorded message.

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3. Scroll to DELETE OGM and press Menu.
4. Press Redial or to select either ANS AND REC or ANS ONLY and press Menu to confirm. Your personal OGM is deleted and the pre-recorded OGM will be played.

What is Time Saver?
Time Saver can save you the cost of a call when you want to ring in to find out if you have new messages (see 'Remote access', page 36).

If you have new messages, your answering machine answers after 2 rings. If you do not have new messages, it answers after 6 rings. This gives you a chance to hang up before the line is connected.

Answer delay

Answer delay is the number of times your BT Freelance XD 5500 rings before the answering machine picks up calls and starts playing the outgoing message to callers. You can choose between 2–9 rings, or Time Saver. The default setting is 6 rings.

Adjust answer delay

Using the base:

1. Press and hold Skip. The machine announces, "Calls will be answered after X rings."
2. Press Skip until the setting you want is announced. Release the button when you hear the setting you want.

Using the handset:

1. Press Menu, scroll to TAM SETTINGS and press Menu.
2. Scroll to ANS DELAY and press Menu. The handset will display the current setting.
3. Press Redial or to select the number of rings required and press Menu to confirm.

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Security PIN

Your 3-digit PIN lets you access your answering machine remotely from another phone. For security reasons, it is recommended that you change the PIN from the original setting of 000.

Change the security PIN

1. Using the handset, press Menu, scroll Clear to TAM SETTINGS and press Menu.
2. Scroll Clear to REMOTE CODE and press Menu. The handset displays the current code.
3. Enter a new code and then press Menu to confirm.

IMPORTANT

If you change the security PIN, make sure you keep a record of the new number. You can use the space provided on page 49.

Check the security PIN

1. Press Del on the base. The security PIN is announced.

Record a memo

You can record memo messages for other users which can be played back just like normal messages.

1. Using the handset, press Menu, scroll Clear to TAM SETTINGS and press Menu.
2. Scroll Clear to MEMO REC and press Menu. Place the handset to

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Memory full
When the recording memory has been used up or a maximum of 59 messages have been received, no more messages can be taken. The machine will switch to Answer Only mode and play future callers the message, "Hello your call cannot be taken at the moment and you cannot leave a message, so please call later."

You must delete existing messages before new ones can be recorded.

When the answering machine memory is full the Message light on the base will flash steadily every half a second.

See 'Listening to your messages' on page 30 for instructions on how to delete messages.

Memory full during a call
If the memory runs out the caller hears a 'memory is full' message or the maximum message length of 3 minutes is reached while a caller is leaving a message, the call is ended.

The default PIN code is 000.

you ear and you will hear, "Please speak after the tone. To end recording, press # then a beep is heard.

3. Record your memo by speaking into the handset, press # to end recording.

Call screening

When the answering machine is switched on, you can use the loudspeaker to listen to callers leaving their messages. To adjust the loudspeaker volume use the Vol 6 and Vol 9 buttons.

1. When your answering machine takes a call, the handset displays SCREEN?.

   Press Menu ✓ to hear the caller leaving their message.

   Press 📞 to interrupt and speak to the caller. Any message already recorded will be kept.

   Press Secrecy ✗ to end call screening.

Remote access

You can operate your answering machine from any modern Touchtone™phone by calling your BT Freelance XD 5500 and entering a 3-digit security PIN. Using a PIN code prevents other people from accessing your machine without permission.

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Switch on your answering machine from another phone

If you forget to switch on your answering machine, you can do it from another phone.

1. Dial your phone number and let it ring. After 20 rings, your answering machine will switch on.

Operating your answering machine from another phone

1. Call your BT Freelance XD 5500. When you hear the outgoing message, press *.
2. The machine announces, “Please enter your security code”. Use the phone’s keypad to enter your 3-digit PIN (default PIN: 000). The machine announces, “You have ‘x’ new messages”, and they are played.
3. Using the phone’s keypad you can replay, pause, skip or delete messages and adjust settings.

1 To hear the menu options.

2 To play/pause/restart your messages.

3 To play new messages only.

4 Once to repeat the current message; twice to skip back to previous messages.

5 To delete the current message.

To delete the current message.

Power failure
If the mains power is lost, your answering machine will keep many personalised settings when it is switched on.

The settings after a power failure will be:

Outgoing message	As last set by you
Answer Delay	As last set by you
On/Off	As last set by you
Message indicator	Flashing, if any messages have been recorded
Messages	Saved
Volume	As last set by you or level 5 default
PIN	As last set by you or 000 default
Day/time	Saturday 12:01 PM

If you make a mistake when entering your PIN you will hear, “Incorrect security code, please enter your security code.” Enter the correct PIN. The default PIN code is 000.

If you make a mistake again, you will hear, “Incorrect security code”, then a beep and the machine will hang up.

If you pause for over a minute without entering the code, the machine will hang up.

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6 MNO Once to skip to the next message; twice to skip to the message after.

7 PQRS To switch the answering machine on or off.

8 TUV To play the Outgoing Message menu, see below.

9 WXYZ To set a new security PIN. Follow the voice prompts.

Change your outgoing message settings from another phone

During remote access from another phone, you can record an outgoing message (OGM) and set the message type – Answer & Record or Answer Only.

1. During message playback, press 8 TUV. The machine announces, “Outgoing message menu”.

2 ABC To play OGM.

3 DEF To record Answer and Record OGM.

4 GHI To record Answer Only OGM.

5 JKL To select Answer and Record OGM.

6 MNO To select Answer Only OGM.

8 TUV To hear OGM menu again.

1 To hear main menu again.

2. When you have selected the option you want, follow the simple voice prompts.

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Handset settings

Handset ringer volume

1. Press Menu, scroll to HANDSET and press Menu.
2. Scroll to INT RING VOL or EXT RING VOL and press Menu.
3. Press redial or to select the volume (1–5 or OFF).
4. Press Menu to confirm or Secrecy to return to the previous menu.

While the phone is ringing you can adjust the ringer volume by pressing or .

You can adjust the ring volume and set different levels for internal and external calls. Choose from 5 levels and Off.

Handset ringer melody

1. Press Menu, scroll to HANDSET and press Menu.
2. Scroll to EXT MELODY or INT MELODY then press Menu.
3. Press redial or to select the ringer melody (1 to 10).
4. Press Menu to confirm or Secrecy to return to the previous menu.

You can set different ringer melodies for internal and external calls. Choose from 10 different melodies.

Calls from numbers stored in the phonebook will ring using the ringer melody set when storing the entry.

Auto answer

Your phone is set to answer calls by lifting the handset off the base or charger. You can switch this feature off so that calls always have to be answered by pressing .

1. Press Menu, scroll to HANDSET and press Menu.
2. Scroll to AUTO ANSWER and press Menu.
3. Press redial or to select ON or OFF and press Menu to confirm.

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You can give your handset a name according to use, eg. Michael or Kitchen.

If you make a mistake press Clear to delete an incorrect character or digit.

See 'Entering names' on page 21 for help on entering names.

Handset name

1. Press Menu, scroll Calls to HANDSET and press Menu.
2. Scroll Calls to NAME and press Menu.
3. Enter the new handset name and press Menu. The handset name will only be displayed for approximately 5 seconds.

You can choose the display language. There are 17 languages to choose from: English, French, German, Italian, Spanish, Danish, Swedish, Slovak, Dutch, Portuguese, Norwegian, Russian, Greek, Hungarian, Polish, Czech, Finnish.

Handset language

1. Press Menu, scroll Calls to HANDSET and press Menu.
2. Scroll Calls to LANGUAGE and press Menu.
3. Scroll Redial or Calls to select your preferred language and press Menu to confirm.

Keypad lock via the menu

1. Press Menu, scroll Calls to HANDSET and press Menu.
2. Scroll Calls to KEY LOCK? and press Menu to confirm. The display shows the key icon.

   To unlock the keypad, press any button on the keypad, then press * within 3 seconds.

See also 'Keypad lock' on page 20 for a quick lock/unlock setting.

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Switch handset beeps on/off

Your handset is set to beep: when a button is pressed, when the batteries are low or when the handset is out of range of the base. You can turn these beeps on or off as required.

1. Press Menu, scroll Clear to HANDSET and press Menu.
2. Press Menu to select BEEP.
3. Scroll Clear to KEYTONE, LOW BATTERY or OUT OF RANGE and press Menu.
4. Press Redial or Clear to select ON or OFF and press Menu to confirm.

Date and time

Set the date

If you have subscribed to your network's Caller Display service, the time will be set automatically when you receive your first call. You can also set the time manually.

1. Press Menu, scroll Clear to DATE TIME and press Menu.
2. DATE SET is highlighted. Press Menu.
3. Use the keypad to enter the date in the format (DD.MM), e.g. 12-08 for 12th August.
4. Press Menu to confirm.

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Set the clock

1. Press Menu, scroll Clear to DATE-TIME and press Menu.
2. Scroll Clear to CLOCK SET and press Menu.
3. Use the keypad to enter the time in the 24 hour format, e.g. 5.30pm = 17.30.
4. Press Menu to confirm.

Set the alarm

You can set your handset to give you an alarm call.

1. Press Menu, scroll Clear to DATE-TIME and press Menu.
2. Scroll Clear to ALARM SET and press Menu.
3. If required, press redial or Clear to select ON then press Menu.
4. Use the keypad to enter the time in the 24 hour format, e.g. 8.30am = 08.30.
5. Press Menu to confirm.

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Base settings

Base ringer volume

You can choose from 5 volume levels and Off.

1. Press Menu, scroll Calls to SETUP and press Menu.
2. Press Menu to select BASE VOLUME.
3. Press redial or Calls to select the volume (1–5 or OFF).
4. Press Menu to confirm or Secrecy to return to the previous menu.

Base ringer melody

Choose from 5 different base ringer melodies.

1. Press Menu, scroll Calls to SETUP and press Menu.
2. Scroll Calls to BASE MELODY and press Menu.
3. Press redial or Calls to select the ringer melody (1 to 5).
4. Press Menu to confirm or Secrecy to return to the previous menu.

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IMPORTANT
If you change the base PIN, make sure you keep a record of the new number. You can use the space provided on page 49.

Change PIN code

Some functions are protected by a 4 digit PIN code which must be entered if you want to change the settings. The default PIN is 0000.

1. Press Menu, scroll Calls to SETUP and press Menu.
2. Scroll Calls to PIN CODE and press Menu.
3. Enter the current 4 digit PIN code (default: 0000) and press Menu.
4. Enter your new 4-digit PIN and press Menu.
5. Re-enter the new PIN again and press Menu to confirm. To cancel at any time, press and hold the Secrecy button.

Dial mode

Your BT Freelance XD 5500 is set to Tone dialling. In the UK, you should only need to change this if connected to an older type of switchboard/PBX which requires Pulse dialling.

1. Press Menu, scroll Calls to SETUP and press Menu.
2. Scroll Calls to DIAL MODE and press Menu.
3. Press Redial or Calls to select TONE or PULSE and press Menu.
4. Press and hold Secrecy to return to the standby screen.

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Reset

You can reset your phone to its default settings.

1. Press Menu, scroll to SETUP and press Menu.
2. Scroll to DEFAULT and press Menu.
3. Enter the 4 digit PIN code (default: 0000) and press Menu.
4. Press Menu to confirm or Secrecy to return to the previous menu.

The handset will switch itself off and back on again.
The settings for all handsets will be reset to their defaults.

WARNING
Resetting your phone to its default settings will delete any entries in the Phonebook, Redial and Calls list and will reset the clock and alarm settings.

Default settings

Low battery beeps	ON
Out of range warning beeps	OFF
Key beep	ON
Auto answer	ON
Internal melody	1
Internal volume	3
External melody	1
External volume	3
Ear volume	3
Language	English
Phonebook	Empty
Call log list	Empty
Redial list	Empty
Pin code	0000
Dial mode	Tone
Keypad lock	OFF
Clock	00:00
Alarm	OFF

Additional handsets and bases

Up to 5 handsets can be registered and operated from the BT Freelance XD 5500 base.

Each handset can be registered with up to four bases.

If you buy new handsets to use with your BT Freelance XD 5500 they will have to be registered to the base before you can use them.

Please note
Handsets that were supplied with your BT Freelance XD 5500 base are already registered to it as HS-1, HS-2 etc. Each additional handset you buy MUST be registered with the base.

IMPORTANT
Before registration, make sure the handset batteries are fully charged and that you are close to the base.

Register a new BT Freelance XD 5500 handset to your BT Freelance XD 5500 base

1. At the base: Press and hold Find for 6 seconds until you hear two beeps. You now have 90 seconds to register the handset.
2. At the handset: press Menu, scroll Clear to REGISTER and press Menu.
3. Scroll Clear to REG BASE and press Menu.
4. Enter the base number (1–4). The numbers flashing are already in use.
5. Press Menu. When the handset finds the base signal, the base identification number is displayed.

   If the base is not found after a few seconds, the handset returns to standby. Try registering again.
6. The display will ask for the PIN. Enter the PIN (default setting: 0000). You will hear a beep. The handset is now registered.

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Naming additional handsets
Once you have registered additional handsets you may wish to give them a different name, see page 40.

When a handset is registered to a base, it is automatically assigned a number which is displayed on the handset and must be used for internal calls.

If registration does not work:

- Try again selecting a different base number.
- Make sure there is no other electrical equipment very close by that may interfere with the registration signal.

IMPORTANT
DECT GAP Profile only guarantees that basic calling-functions will work correctly between different makes/types of handset and base. There's a possibility that certain services such as Caller Display will not work correctly.

Register a different manufacturer's handset to your BT Freelance XD 5500 base.

1. At the base: Press and hold Find for 6 seconds until you hear a beep. You now have 90 seconds to register the handset.
2. At the handset: Follow the registration instructions given in your handset's user guide.

Selecting a base

When your handset is registered to more than one base, for example, one at work and one at home, you can select the base you want it connected to.

If you select AUTO, your handset will automatically search for and connect with the base with the strongest signal.

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1. Press Menu, scroll to REGISTER and press Menu.
2. Press Menu to choose SELECT BASE.
3. Scroll Redial or to display the base you want or AUTO.

   The currently selected base number flashes.
4. Press Menu to confirm or Secrecy to cancel.

De-register a handset

You can use one handset to de-register another handset. You cannot de-register the handset you are using.

1. Press Menu, scroll to SETUP and press Menu.
2. Scroll to DEL HANDSET and press Menu.
3. Enter the PIN code (default setting: 0000) and press Menu or press and hold Secrecy to return to standby.
4. Enter the number of the handset to be de-registered (this cannot be the number of the handset being used). A confirmation beep will sound and the display will return to standby.

Handsets can be registered with up to 4 bases.

Help

Most problems are caused by the telephone and mains power cables being incorrectly connected, not connected at all, or by the power being turned off.

If you are experiencing a problem with your BT Freelance XD 5500, check the following:

- the mains power supply is correctly connected at both the base and at any chargers and that the power is switched on at the wall socket.
- the telephone line cord is correctly connected and you are using the telephone line cord supplied.
- the handset batteries are installed correctly and charged.

No display

- Check that the batteries are correctly inserted into the handset and fully charged.
- Check that the handset is switched on. Press and hold R.

No dial tone

- Check that the telephone line cord is properly connected and the line cord in use is the one supplied with the product.
- Another handset may be using the line. Wait for the other handset to hang up.

Customer Helpline
If you experience any difficulties please call the BT Freelance Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

For your records
Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your phone's base PIN code here:

[/ / /]

For more information on your PIN code, see page 44.

Enter your remote access security PIN here:

[/ /]

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icon flashing

- Handset is out of range. Move closer to the base.
- Check the mains power is connected and switched on.
- Handset not registered to the base. To register a handset, see page 46.

Base or handset does not ring

- Check that the ringer volume has not been set too low or Off, see page 39 and 43.

Keypad does not seem to work

- Check that the keypad lock is not on, see page 20.
- Try removing the batteries and putting them back again.

Incoming caller's number is not displayed even though you have Caller Display

- Caller has to allow their number to be sent. It has been withheld or is unavailable.

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Answering machine does not record any messages

- The memory may be full. Play and delete old messages, see page 30.
- The answer mode might be set to Answer only, see page 32.

Answering machine messages have the wrong date and time

- Have you set the date and time? See page 8.

Cannot access your messages from another phone

- Have you changed the remote access security PIN code? See page 35. Always keep a note of the new PIN code in a safe place.

General information

IMPORTANT

This equipment is not designed for making emergency telephone calls when the power fails.

Alternative arrangements should be made for access to emergency services.

Safety

General

- Only use the power supply suitable for the BT Freelance XD 5500 range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- For the handset, use only AAA NiMH batteries with a minimum capacity of 550mAh.
- Never use other batteries or conventional alkaline batteries as this could lead to a short circuit or destroy the battery casing.
- Do not open the handset (except to replace the handset batteries). This could expose you to high voltages or other risks.
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

- Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe.
- Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- The product may become warm when the batteries are being recharged. This is normal.
  We recommend that you do not place the product on antique/veneered wood to avoid damage.
- Do not stand your product on carpets or other surfaces which generate fibres or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

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Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes.

For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Connecting to a switchboard

This product is intended for use within the UK for connection to public switched telephone networks (PSTNs) and compatible private switchboards which support tone dialling and timed break recall. If in doubt please consult your network service provider.

This telephone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard Service Provider.

Dialling mode

Your BT Freelance XD 5500 is set to Tone dialling. Some older switchboards may require Pulse dialling. To change the dialling mode, see 'Dial Mode', on page 44.

Access code and entering a pause

Some internal switchboards may require you to enter an access code (e.g. 9) to get an outside line. So that the switchboard has time to pick up an outside line before the rest of the number is dialled, you may need to add a pause in the dialling sequence.

For example: 9 P 0870 605 8047.

1. After the access code, press Redial to insert a pause before entering the telephone number. The display shows P.

Recall

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Calling Feature.

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Technical information

How many telephones can you have?

All items of equipment have a Ringer Equivalence Number (REN) which is used to calculate the number of items that may be connected to any one telephone line. The BT Freelance XD 5500 has a total REN of 1, i.e. for a base and up to 6 handsets. Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise.

A total REN of 4 is allowed per telephone line. (For example, if the BT Freelance XD5500 is used in conjunction with three extension telephones, each with a REN of 1, then the total = 4.)

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

Declaration of Conformance

Hereby, Suncorp Technologies declares that this BT Freelance XD5500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Freelance XD5500 is published on the website: http://www.suncorptech.com/bt

Guarantee

Your BT Freelance XD 5500 is guaranteed for a period of 12 months from the date of purchase. Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Freelance XD 5500,or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is required.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period

If you experience difficulty using the product, prior to returning your product, please read the 'Help' section beginning on page 49, or contact the BT Freelance XD 5500 Helpline for assistance on 0870 605 8047.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent, on 0870 240 5029 or a local qualified repairer.

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Offices worldwide

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